



Client Systems Technician Part-time/Hourly

\$25.00—35.00 hr depending on experience

THE POSITION

There is currently a vacancy in the Information Technology Department. The position is under general direction of the Information Technology Manager and other Desktop Support Staff. The position will join a team that supports the City's 1000 desktop and laptop computers in a multi-location Microsoft environment. The position is relied upon to provide technical expertise to install, troubleshoot and resolve desktop hardware and software problems.

THE IDEAL CANDIDATE

The ideal candidate will possess:

- Experience with installation and maintenance of desktop computer equipment in a networked environment including:
- Client-side hardware: desktop and laptop computers, printers and peripheral equipment
- Microsoft operating systems and security patches
- Anti-virus and other security programs
- Experience with hardware and software upgrades
- Dedication to excellent customer service
- Strong organizational, interpersonal, and communication skills
- Effective oral and written communication skills

QUALIFICATIONS

Knowledge of:

Functionality, capability and limitations of assigned systems including desktop and laptop hardware, Microsoft operating systems, desktop applications, as well as the use, capability, characteristics and limitations of end user hardware, software, and related equipment.

Ability to:

- Distinguish between hardware and software faults
- Troubleshoot system performance problems and provide solutions
- Provide operating system and application updates and installs
- Demonstrate excellent customer service
- Establish and maintain cooperative working relationships
- Work effectively in a team oriented environment
- Express complex technical concepts in business terms
- Test, diagnose and apply knowledge to resolve problems quickly
- Update end-user work request tickets
- Configure peripherals (i.e., printers, scanners, PDA's, thumb drives)

How to Apply

Filing deadline: May 7, 2010 by 5:00 p.m..

Application materials may be obtained from and submitted to:

**City of Carlsbad Human Resources Dept.
1635 Faraday Ave.
Carlsbad, CA 92008
(760) 602-2440
or by visiting our website at
www.carlsbadca.gov/hr**

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